



**TO:** Pharmacy Providers  
**FROM:** Rhode Island Department of Human Services  
**DATE:** January 11, 2006  
**SUBJECT:** Update to State of Rhode Island Medicaid Program and Prescription Benefits for Dual Eligibles

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The Medicare Modernization Act became effective January 1, 2006; and one of its requirements is mandatory enrollment into Prescription Drug Plans (PDPs) for those Medicaid beneficiaries who are also eligible for Medicare (the “dual eligibles”). These beneficiaries previously received their pharmaceutical benefits through the Rhode Island Medical Assistance Program. As you are aware these dual eligibles have encountered various unexpected issues when attempting to fill prescriptions. Effective January 12, 2006, the State of Rhode Island will temporarily reinstate pharmaceutical coverage to allow those dual eligible beneficiaries who are unable to receive their medications through their auto assigned or chosen PDP from the Rhode Island Medical Assistance Program.

Part D covered claims should be submitted to the beneficiaries’ PDP first prior to submitting a request for payment to the Rhode Island Medical Assistance Program.

Pharmacists should make every effort to fill the prescription through the PDP by using any of following tools:

- Requesting that the beneficiary provide the pharmacy with their PDP card or enrollment letter
- Submitting the E1 transaction to Medicare’s contractor, NDC Health, if the beneficiary does not know their PDP, or does not have a card or PDP assignment letter
- Submitting to Medicare’s national PDP, Wellpoint, when the E1 transaction returns a message that the beneficiary is not yet enrolled in a PDP **and** they have proof of eligibility for Medicare and Medicaid

Pharmacists can bill the Rhode Island Medical Assistance Program under the following circumstances:

- If the prescription is rejecting from the PDP as a non covered medication
- If the patient is totally unknown to the PDP and to CMS, but they have dual eligibility
- If the copay returned to the pharmacy is **excessive**, beyond \$1 Generic/\$3 Brand or \$2 Generic/\$5 Brand, the excess copay can be billed to the Rhode Island Medical Assistance Program.

Beneficiaries continuing to experience difficulty with Medicare Part D program should contact Medicare directly at 1-800-MEDICARE or The Point at 462-4444 for assistance. The State is obligated to defer questions about “Part D” to the appropriate federal agencies or participating PDPs since it is not in a position to resolve these problems. Specific benefit design questions such as: copays, deductibles, preferred drug lists or the appeals process for non-covered medications should be directed to the beneficiary’s PDP. Specific complaints should be directed to [bostonpartdinquiries@cms.hhs.gov](mailto:bostonpartdinquiries@cms.hhs.gov). The Department of Human Services and The Point will assist beneficiaries in filing complaints to CMS. Providers can also assist beneficiaries in filing complaints by sending the attached Complaint Intake Form to the email address noted above.

Phone Numbers at the Centers for Medicare & Medicaid Services (CMS)

General questions about Medicare Part D can be directed to 1-800-MEDICARE.  
Dedicated pharmacy eligibility line to identify beneficiary enrollment 1-866-835-7595.

*The State appreciates the efforts of pharmacists to assist our beneficiaries in obtaining necessary medications during this time of transition.*